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In the claims:

The claims presented for examination are reproduced below with appropriate status indication.

1. (Currently amended) A voice application ~~creation and deployment~~ system comprising:

a voice application server for serving voice applications to clients over a data network;

at least one voice portal node having access to the data network, the portal node for facilitation of client interaction with the voice applications; and

a behavioral adaptation engine executable from the application server;

characterized in that the behavioral adaptation engine ~~intercepts~~ monitors client responses during voice interaction ~~with a served application~~, analyzes ~~them~~ the responses for ~~one or a combination of behavior~~ both conduct patterns and mood states, including caller stress ~~according to pre-existing constraints and received client information~~, and determines which of a set of ~~possible~~ optional dialog responses ~~including linked to or insert able options will be submitted for VXML page rendering to create a next enterprise response~~ is to be played to the client as a result of the analysis of the client's response.

2. (Original) The system of claim 1 wherein the data network is the Internet network.

3. (Original) The system of claim 1 wherein the data network is a combination of the Internet and telephony network.

4. (Original) The system of claim 1 wherein the behavioral adaptation engine is part of the application logic of the voice application server.

5. (Original) The system of claim 1 wherein the at least one voice portal is an interactive

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voice response system combined with a telephony server.

6. (Original) The system of claim 1 wherein the at least one voice portal is a computerized node connected to a data network having access to the Internet.

7. (Original) The system of claim 1 wherein the behavioral adaptation engine analyzes audio files recorded at the at least one voice portal and sent to the application server as digital audio files attached to client responses.

8. (Original) The system of claim 1 wherein the behavioral adaptation engine executes upon receipt of a trigger event.

9. (Original) The system of claim 1 wherein the constraints are related to one or a combination of menu navigation behavior or perceived mood state of the client.

10. (original) The system of claim 1 wherein the dialog responses and linked options are stored in a data store and are accessible to the behavioral adaptation engine.

11. (Original) The system of claim 1 wherein the received client information includes one or a combination of line identification, number identification, client history data, voice imprint results, and recorded voice samples.

12. (Original) The system of claim 1 wherein voice sampling is used to discern mood.

13. (Original) The system of claim 1 wherein received client information is used in conjunction with voice analysis to determine a response.

14. (Original) The system of claim 1 wherein the behavioral adaptation engine detects voice inflection variances and volume characteristics of sampled audio to facilitate mood

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discernment of a client.

15. (Original) The system of claim 14 wherein the variances and volume characteristics of an interaction are collected over multiple interactions with a same application to develop statistics used in gauging enterprise response probability values.

16. (Currently amended) A behavioral adaptation engine ~~integrated with a voice application creation and deployment system~~ comprising:

at least one data input port for receiving XML-based client interaction data including audio files attached to the data;

at least one bi-directional data port for sending data to and receiving data from external data systems and modules;

a logic processing component including an XML reader and voice player and analyzer for processing received data; and

a decision logic component for processing result data against one or more constraints;

characterized in that the behavioral adaptation engine intercepts client data including dialog from client interaction with a served voice application in real time and processes the received data ~~for behavioral~~ to determine both conduct patterns and mood states ~~if attached, voice characteristics of the audio files whereupon the engine according to the results and one or more constraints identifies~~ and selects one or a set of possible enterprise responses for return to the client during interaction according to any pattern or mood state determined.

17. (Original) The engine of claim 16 wherein the engine is hosted in a voice application server.

18. (Original) The engine of claim 17 wherein the server is hosted on the Internet network.

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19. (Original) The engine of claim 16 wherein the voice application and deployment system includes at least one voice portal for facilitation of client access to voice applications.

20. (Original) The engine of claim 16 wherein the engine is executed to function upon receipt of a trigger event.

21. (Original) The engine of claim 16 wherein the ~~constraints are~~ selection is related to ~~one or~~ a combination of menu navigation behavior or ~~perceived~~ determined mood state of the client.

22. (Original) The engine of claim 16 wherein data from external data resources is used as additional input data for decision processing.

23. (Original) The engine of claim 16 wherein the received client data includes one or a combination of line identification, number identification, client history data, and voice imprint results.

24. (Original) The engine of claim 17 wherein voice sampling is used to discern mood state.

25. (Original) The engine of claim 16 wherein the voice analyzer detects voice inflection variances and volume characteristics of sampled audio to facilitate mood discernment of a client.

26. (Original) The engine of claim 25 wherein the variances and volume characteristics of an interaction are collected over multiple interactions with a same application to develop statistics used in gauging enterprise response probability values.

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27. (Currently amended) A method for identifying an appropriate ~~one or set of a plurality of voice application~~ dialog ~~responses~~ response to data input resulting from a client interaction with a voice application comprising:

(a) receiving the data input during run of the voice application;

~~(b) interpreting the data input;~~

(~~c~~ b) analyzing the input for ~~validity of one or more constraints~~ client conduct and mood state; and

(c) selecting an appropriate dialogue based on the analysis in step (b).

~~(d) comparing the analyzed results with additional external data;~~

~~(e) analyzing the comparison results for continued validity of the one or more constraints; and~~

~~(f) identifying one or more available response options according to the valid constraints.~~

28. (Original) The method of claim 27 wherein the voice application is VXML compliant.

29. (Original) The method of claim 27 wherein in step (a) the data input includes client identification data, client dialog data, and digital audio sampled from the dialog.

30-33. (canceled)

34. (Original) The method of claim 27 wherein in step (d) the external data includes statistical data resulting from of past interactions with the same dialog of the same application.

35-36. (Canceled)